Further Education & Training: Business Administration Services (NQF 4)

Service SETA Accredited Qualification

SAQA ID: 61595

1. Further Education & Training: Business Administration Services (NQF 4)

Service SETA Accredited Qualification

2. Purpose of Qualification

The National Certificate in Business Administration Services: NQF Level 4 is designed to meet the needs of those learners both employed or unemployed, who are already involved or wish to become involved in the field of Administration. Administration is an essential field of learning as Administration competencies apply to all industries and to many non-commercial ventures such as sports/recreation clubs, religious groups, etc. This means that there is an on-going need for skilled Administrative people to carry out these functions both in the commercial and non-commercial sectors. There is also a need to develop career paths in this field so as to offer people involved in Administration the opportunity to continue with a programme of life-long learning, which will make them knowledgeable and skilled employees with enhanced employment opportunities.

3. Career Focus

Secretarial Services Reception Services, Switchboard Operations, Financial Administration, Banking Administration, Personal/Executive Assistant Services, Technical Assistance, Typing, Data Capturing, Systems Administration, Human Resources Administration, Basic Contracts Administration, Legal Secretarial Services, Reception Supervision, Change Administration and Management, Relationship Management

4. Regulatory Compliance

<table>
<thead>
<tr>
<th>Accredited by</th>
<th>SERVICES SETA (SAQA ID : 61595)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered by</td>
<td>Department of Higher Education &amp; Training</td>
</tr>
<tr>
<td>Registered on</td>
<td>National Qualification Framework by the South African Qualifications Authority (ID Reference : 84948)</td>
</tr>
<tr>
<td>Admission Requirements</td>
<td>Grade 11 with appropriate subject combinations and levels of achievement.</td>
</tr>
<tr>
<td>Minimum Requirements to move from one semester to another semester :</td>
<td>Competency in all modules. The learner is allowed to complete re-assessments in semester 2.</td>
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</tbody>
</table>
Minimum Requirements to complete the Degree:

- Competent in all unit standards achieving the minimum requirement

Minimum Completion time: 1 year

Maximum Completion time:

Articulation Possibilities

<table>
<thead>
<tr>
<th>Horizontal Articulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The National Certificate in Tourism: Reception: Level 4</td>
</tr>
<tr>
<td>The National Certificate in Hospitality Reception: Level 4</td>
</tr>
<tr>
<td>The National Certificate in Management: Level 4</td>
</tr>
<tr>
<td>The National Certificate in Project Management: Level 4</td>
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<tr>
<td>The National Certificate in Public Relations: Level 4</td>
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</table>

Vertical articulation - is possible with the following Qualifications:

- National Diploma in Accommodation Services: Level 5
- National Diploma in Service Management: Level 5
- National Certificate in Business Administration: Level 5
- National Certificate in Public Administration: Level 5

5. Foreign Students

All Foreign Students must submit their SAQA evaluation documents.

SAQA contact details: +27-(0)12 431-5070 or visit http://www.saqa.org.za

6. Recognition of Prior Learning Applications (RPL)

Applications for RPL must be submitted to the office of the Chief Academic Officer.

7. Curriculum: Further Education & Training: Business Administration Services Level 4

YEAR 1

**ALL THESE MODULES ARE COMPULSORY**

<table>
<thead>
<tr>
<th>MODULE - SEMESTER 1</th>
<th>SAQA ID</th>
<th>CREDITS</th>
<th>MODULES - SEMESTER 2</th>
<th>SAQA ID</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication in the Workplace</td>
<td>7791, 8974</td>
<td>9</td>
<td>Communication 2nd Language</td>
<td>8970, 8972, 8969, 8968</td>
<td>20</td>
</tr>
<tr>
<td>Writing Effectively</td>
<td>110023, 8976, 12153, 8975</td>
<td>21</td>
<td>Ethics in the Workplace</td>
<td>10022, 110026</td>
<td>8</td>
</tr>
<tr>
<td>Mathematical Literacy</td>
<td>9015, 12417, 7468</td>
<td>16</td>
<td>Practical Finance</td>
<td>13945, 13941</td>
<td>7</td>
</tr>
<tr>
<td>Understanding the Business Environment</td>
<td>10021, 15234, 10135, 13943</td>
<td>28</td>
<td>Managing effectively</td>
<td>110003, 110009, 14552, 109999</td>
<td>20</td>
</tr>
</tbody>
</table>
8. Business Administration Services Level 4 : Learning Outcomes

The Business Administration Services will enable learners to master the scarce and essential skills required to:

- Plan, monitor and control and information system
- Maintain booking systems
- Participate in meetings and process documents and communications related thereto
- Utilize technology to produce information
- Plan and conduct basic research in an office environment
- Coordinate meetings, minor events and travel arrangements
- Set personal goals
- Function in a team and overall business environment
- Demonstrate an understanding of employment relations

9. Duration of Study

You may register for a minimum is 4 modules per semester. This will ensure that you complete your qualification within the required time frame (providing that you pass the modules you registered for). You may register for a maximum of 9 modules.

10. Minimum and maximum number of modules per semester

You may register for a minimum is 4 modules per semester. This will ensure that you complete your qualification within the required time frame (providing that you pass the modules you registered for).

11. Application for Credits

PC Training & Business College (PTY)Ltd allow students who achieved the requirements of the unit standards at other recognized Higher Education Institutions, to apply for credits. Applications for Credits must be accompanied by the statement of results for which the learner wishes to apply for credits.
12. Requirements to Pass a Module
Students are required to complete all modules and answer all the activities correct to pass a module. Students, who do not pass any module, will be granted another opportunity to rewrite the examination, at an additional fee. Students will be provided with further support in any module which they find challenging.

13. How is the Final mark calculated?
The learners will be assessed in a formative assessment, summative assessment and work place assessment and as per our assessment policy the learner has to meet all the assessment Criteria as per unit standard

14. Language of delivery of Teaching for Learning
English is the language of communication, instruction and assessment at PCT & BC.

15. Mode of delivery
The mode of delivery is Distance Learning. This mode of delivery is supported by access to our national Tuition Centers / Campuses

16. What is a Tuition Centre / Campus?
PCT & BC tuition centres grants Distance learners access to computers, free WiFi, online assessments, Technology Based Training material, electronic and physical library facilities, examination venues and administrative services. It is recommended that you select a tuition centre / campus nearest to you, and are encouraged to make use of these facilities for the duration your studies. Students who do not make use of their selected tuition centre / campus will not be able to take advantage of these facilities that are offered for free.

17. Materials required to Study
Students will be given a Tablet PC with all study guides preloaded, as well as a data bundle for internet access. It is imperative that you familiarize yourself with the Tablet PC so that you are able to make the most of this technology for your study.

Additionally, PCT & BC also provides you with prescribed e-textbooks, timetables, sample assessments, and videos for each module.

18. Completion of Assessments
Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.
19. **Provision of Academic and Tuition Support**

PCT & BC has appointed qualified and experienced facilitators / tutors / lecturers and academics to provide support to our learners. Students can contact facilitators / tutors / lecturers and academics via e-mail, telephonically, or face-to-face appointments.

20. **Certification**

On successful completion of this qualification, you will graduate with a Business Administration Services degree, NQF Level 4 (minimum Credits 142) from PC Training & Business College.

21. **Further studies on completion of the Further Education & Training: Business Administration Services Level 4**

On successfully completing the Business Administration Services Level 4 Qualification, you may articulation into a NQF Level 4 qualification. The learner receive a Service Provider Certificate as well a Service SETA Certificate with Statement of results.

22. **Application dates and Registration Fees**

Applications will open on 7 January 2014. Application fees are R250.
The closing date for applications for Semester 1 is at 12h00 on Friday 1st February 2014.
The closing date for applications for Semester 2 is at 12h00 on Friday 5th July 2014.

23. **Application process**

Students may choose to apply in one of the following ways to PCT&BC

**Choice 1: Electronically / online**
Access PCT&BC website.
[www.gopctraining.co.za](http://www.gopctraining.co.za)
You will be directed to complete the online Application Form.
You must ensure that you upload all the necessary supporting documentation.

**Choice 2: At campus, in person**
You may choose to go to the nearest PCT & BC Campus and obtain the ‘Application Form: 2014’.
You must complete the Application form and submit it to the Campus manager, or registration staff with all necessary supporting documentation.
The campus will capture and submit your information to Head Office.

24. **On acceptance, what next?**

Once you have been successfully accepted you be sent notification accordingly. You must now proceed with the registration process.
On registration, you must complete the “Registration Form: 2014”, and pay the minimum registration fees.
On payment of the registration fees, proof of payment must be submitted to the nearest Campus or Head office.
Your registration will be captured, and the necessary information will be forwarded to you.
You will then receive your study pack, including your FREE Tablet PC and Internet bundle. The closing date for registrations for Semester 1 is at 12h00 on Friday 8th February 2013. The closing date for registrations for Semester 2 is at 12h00 on Friday 19th July 2013.

25. Admission process

On receipt of your application, it will be evaluated and successful students will be registered for the Further Education & Training: Business Administration Level 4.

26. PC Training & Business College Campus / Tuition Centres

27. Advantages of Studying through Distance Education at PC Training & Business College

28. About PC Training & Business College and the Further Education & Training: Business Administration Level 4

The PC Training & Business College (Pty) Ltd Further Education & Training: Business Administration Level 4 is accredited by the Higher Education Quality Committee (HEQC) of the Council on Higher Education (CHE).